

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES
July 29, 2011

PRESENT:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
George Valliere, Vice-Chair	NH Police Officer
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Brett Scholbe	Professional Firefighters of NH
Paul Szoc	NH Federation of Fire Mutual Aids
Richard Bernard	Public Member
Robert Girard	Mobile Telecommunications Carrier Industry
Kathryn Bailey	NH Public Utilities Commission
Karen Mead	Senior VP of Operations, FairPoint Communications
Earl Sweeney	Assistant Commissioner, Department of Safety
David Caron	NH Municipal Association
James Valiquet	NH Association of Chiefs of Police

ABSENT:

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John Barthelmes	Commissioner, NH Department of Safety (DOS)
Kevin O'Brien	Chief of Policy & Planning, Department of Safety
Mark Violette	NH Telephone Association

OBSERVERS:

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBEC)
Peter DeNutte, ENP	Assistant Director, NHBEC
Timothy Scott	Database Administrator, NHBEC
David Rivers	Public Safety Answering Point (PSAP) Acting Chief of Operations, NHBEC
Wanda Bowers	Public Information Representative, NHBEC
Stephen L'Heureux	Case Reviewer, NHBEC
Patricia Magoon	Assistant Planner/HR Rep, NHBEC
Scott Wolfert	Service Manager E9-1-1 FairPoint Communications
Philip Penny	Account Executive, Intrado Inc,
Randy Young	Intrado Inc
Erik Sobel	Information Technology Manager II

The NH Enhanced E-9-1-1 Commission (Commission) meeting held at the Richard M. Flynn Fire Academy Dormitory, Concord, NH was called to order at 11:14AM by Chairman Aiken.

1. Approval of the minutes of the March 18, 2011 NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken called for approval of the March 18, 2011 meeting minutes. Commissioner Szoc motioned to accept the minutes and Commissioner Girard seconded the motion. Unanimously approved by those present and voting.

OLD BUSINESS

2. Director's Report

2. A Report on FY11 Surcharge Receipts (Director Bruce G. Cheney, ENP)

1. Discuss year to date expenditures & surcharge

Director Cheney reported the following:

- ❖ No substantial issue in the budget.
- ❖ FY 12 & 13 budgets have passed and there have been two agencies added to our Division. One is Statewide Telecommunications and State Police Communication Section. Telecommunications will come with there own funding and State Police Communications will be funded out of our budget.

- ❖ Having the State Police Communication section is going to be very helpful when working on the Next Generation 9-1-1 project.
- ❖ 5-year projection will be dramatically impacted by the two sections that have been added to the Division. We will discuss this in more detail at the next meeting.

2. B. Report on Data Operations (Database Administrator, Timothy Scott)

1. Update on Mapping Progress
2. Database Activities

Timothy Scott reported the following:

16 Towns with Mapping Activity:

- 10 Communities signed Acceptance Packages
- 6 Towns Waiting for Acceptance

232 Maintenance points collected since March 18, 2011

- ❖ Mapping and Database “back office bounce project”. Directly produces corrections to the 9-1-1 telephone database in addition to finding issues. This also helps with corrections on the GIS database.
- ❖ NH DRED has two more state-owned properties in the State Park system to address and then this project will be completed.
- ❖ Scheduling an upgrade on the ESRI ARC Mapping software.
- ❖ Towns will now be able to use the Control Sheet for new houses on-line instead of a worksheet that needs to be faxed to 9-1-1.
- ❖ The collection and acceptance numbers have dropped dramatically since the layoffs.

Commissioner Bernard asked if UNH has been sending their calls to 9-1-1 since the Director’s meeting with them.

Director Cheney said that UNH and all the universities do not send their calls to 9-1-1 and this is a problem that is on going.

Tim Scott said that Plymouth State College will be converting next month so 9-1-1 will be able to get the information.

Commissioner Bailey made an observation that the map has been kept up to date and with the 3 people that got laid off how many people do you have left?

Tim Scott said he has 4 people in the field and 3 in the office and before layoffs he had 6 out in the field.

Commissioner Bailey inquired if production will be significantly reduced?

Director also stated that we have to watch our mileage as well, so yes, production will be reduced.

Chairman Aiken asked if the Collection Required #13 will ever change or are the towns going to hold out forever?

Tim Scott said he has one Field Representative working on just those 13 towns.

Commissioner Sweeney asked Director Cheney or Chairman Aiken if they have heard anything about having to relocate the Laconia 9-1-1 facility?

Director Cheney stated that they both have a 15-year lease on the property and Administrative Services is trying to keep the facility because it will cost over 5 million dollars to relocate.

Director Cheney wanted to congratulate Tim and the Mapping Unit on preparing the maps that were necessary in the Stewartstown search.

- ❖ The Database currently contains approximately 1,112,000 records.
- ❖ Partial address conversions have occurred in eleven towns affecting a total of 1212 lines.
- ❖ 198 calls where no record was found
- ❖ 1165 Automated Location Identifier (ALI) Discrepancies in which all but 11 have been resolved.
- ❖ 292 Master Street Address (MSAG) updates.
- ❖ 156 unnumbered telephone records.
- ❖ Per NENA Standards, we are removing all Stranded Unlocked records over 10 days old.
- ❖ WebDBMS software is used to perform online ALI Discrepancy resolutions and paper forms have been virtually eliminated. This is a great success.

2. C. Discussion on Senate Bill 428

Asst. Director DeNutte reported he has had numerous conversations with Representative Cali-Pitts and she has said she is going to request a study committee.

Chairman Aiken stated that nothing has changed since Mr. Lang attended our meeting we have had no request for the information.

Commissioner Sweeney stated that Representative Cali-Pitts only has until November 30, 2011 when the extension ends.

Commissioner Sweeney stated that this is because they feel 9-1-1 does not send the call right away and he stated he has gone to some of the local dispatch centers and in most cases the local dispatch center is listening when the call comes in and they are getting ready to respond.

Commissioner Bailey inquired if the ball is in the hands of the legislative committee to ask for data.

Commissioner Sweeney inquired if the study committee asks 9-1-1 to provide this data by November 30, 2011 are we prepared?

Dave Rivers said they have random voice transfer times data ready when the requests come in.

Chairman Aiken stated that Lakes Region Mutual Fire Aid has been testing the Pre-Alert system and this seems to have reduced the response time greatly.

Commissioner Scholbe stated that a lot of communities are using the Pre-Alert system and it has been working well.

2. D. Status on Emergency Notification System (Director Bruce G. Cheney ENP)

Tim Scott reported that the Emergency Notification System project was awarded to Avtex Solutions Inc. They have been delivering the equipment that is required and everything is in except one item. They have some custom development to meet our proposal requirements and they are working on that now. They should be ready to install within the next two months. We will have two servers one at both Public Safety Answering Points (PSAP) so if one goes down the other site can take over.

Phone lines will be split between both sites as well. Avtex was the only solution that will load share with the other server using all phone lines that are available in both sites.

Commissioner Bernard asked if the contract shows who will be authorized to use the Emergency Notification System.

Director Cheney reported that the Commissioner of Safety will do that by the rulemaking process.

He also stated that this will include the following two rules:

1. The Selectmen of each town will determine who is authorized
2. Emergency related only information.

Commissioner Bailey had two more questions on Emergency Notification:

1. Does the federal rule preempt the state law?

Director Cheney advised yes but just for the short term we will have to go back to the Legislature to change that.

2. Did you work with the Carriers when you figured out the technology for the emergency notification system so we will not over load their systems?

Asst. Director DeNutte said that was taken into consideration and that should not happen.

**2. E. Discussion on Medical Director (Director Bruce G. Cheney, ENP)
Director Cheney Reported the Following:**

- ❖ He is going to propose to the Commissioner of Safety that we hire a Medical Director. We have been in discussion with Dr. Jim Suozzi who is a member of the EMS Medical Control Board.

2. F. Discussion on Administrative Changes (Director Bruce G. Cheney, ENP)

1. Status on administrative changes within the Bureau

Director Cheney Reported the Following:

- ❖ Once the Administration Manager and Human Resources position incumbent is transferred we will fill this position.

2. G. Status of Transfer of State Telecommunications to the Bureau (Director Bruce G. Cheney, ENP)

Director Cheney Reported The Following:

- ❖ We have acquired six people from Telecommunications. The reason for this transfer was Asst. Director DeNutte has been over seeing the change over to VOIP.
- ❖ In the near future there will be an inventory of all telephone assets of the State of New Hampshire.
- ❖ In the near future we will have to propose to the Commissioner of Safety a new funding mechanism for the Telecommunications and Sun System once everything moves to VOIP.

2. H. Other Communication Personnel Transfers (Director Bruce G. Cheney, ENP)

Director Cheney Reported The Following:

- ❖ We were supposed to have State Police Maintenance Communications transferred to us but now we will be getting some dispatchers and clerical people as well. This is problematic because of budget issues.

Commissioner Bailey inquired if the Bureau has to worry about its Federal Funding.

Director Cheney advised affirmative we can only use that money for 9-1-1 activities.

2. I. Status of Proposed Layoff (Director Bruce G. Cheney, ENP)
Director Cheney Reported The Following:

- ❖ There could be additional layoffs if the employee union contracts are not signed.

2 .J. Report on PSAP Operations (Chief of PSAP Operation, David Rivers)

1. Update on PSAP Operations

Dave Rivers reported on the following:

- ❖ The exigent / cellular subscriber information calls requests have been increasing.
- ❖ The Emergency Medical Dispatchers deal with considerable stress and activity levels and the Bureau is putting together an all day stress management class with the help of the Bureau of Education and Training for October 2011. We should be proud of all of them because they do a terrific job for us.
- ❖ Steve L'Heureux has been teaching the continuing education sessions for the last few months.
- ❖ We will be having a nurse educator from Catholic Medical Center (CMC) to teach us about the new Left Ventricular Device. This is a device that replaces the heart and does not have a pulse. This will involve changes to the EMD protocols.
- ❖ The new Training Coordinator is Deb Bray who has been a supervisor with us for several years and I think this will be a positive direction for the Bureau.
- ❖ 5 Telecommunications positions have been posted and will be posted outside in about one week. We also have 2 vacant Supervisor positions.
- ❖ Overall with the stress level and the possible layoffs the PSAP morale has improved and we hope to continue that.

2. K. Report on EMD (Case Reviewer, Steve L'Heureux)

1. EMD Protocol Compliance Reports

Steve L'Heureux reported on the following:

- ❖ 98.76% Case Entry
 - ❖ 96.69% Correct Chief Complaint
 - ❖ 99.03% Asking Key Questions
 - ❖ 99.31% Post Dispatch Instructions
 - ❖ 99.95% Customer Service
 - ❖ 98.28% Compliance to Protocol
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- ❖ Since the last Enhanced 9-1-1 Meeting our compliance to protocol is above 98%.
 - ❖ The National Academy of Emergency Dispatchers is very pleased with our compliance to protocol rate.
 - ❖ Perry Plummer was the first to do pre-alerts in the city of Dover when he was Fire Chief about a decade ago and this has been growing and seems to be a success.
 - ❖ The EMS Medical Control Board has been talking about dispatch times and EMS Bureau Chief Clay Odell has asked that they form a committee of various stakeholders from around the state to review the TEMSIS reports. Mr. L'Heureux will be our representative on this committee and will report to the Commission at each meeting.
 - ❖ A National Publication of Emergency Medical Dispatchers had a study to ask the public what they expect from 9-1-1 and 91% said telephone instructions are expected when they call. We are doing our job and doing it well.
 - ❖ The National Academies of Emergency Dispatch honored NH 9-1-1's Stephen Harris with the 2011 Dispatcher of the Year Award.
 - ❖ Version 12.2 will be coming out in the fall with "hands on chest" CPR instructions Medical Priorities EMD.

2. L. Status of Public Relations and Public Education (Informational Rep., Wanda Bowers)

Wanda Bowers reported the following:

- ❖ 3 School presentations
 - ❖ 4 9-1-1 tours with presentation at the IPOC facility
 - ❖ 8 Conferences and Events
 - ❖ 11 Public Information Presentations – relating to Supplemental ALI
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- ❖ Slow season with school closed in the summer but will pick up soon. Dave Bodge will be working part-time to help with school events.

- ❖ Working with Derry Fire on a public television cardiac arrest segment.
- ❖ We are looking at transitioning to a new kids 9-1-1 program that is more up-to-date. It is called “Cell Phone Sally and Friends” instead of using “Ready Fox” that we have been using for years.

2. M. Status of Division of Administration (Acting Administration Manager and Human Resource Representative, Patricia Magoon)

1. Current Position Vacancies
2. Statue of Current Contracts
3. Incorporation of New Personnel

Patricia Magoon reported the following:

- ❖ The Bureau has the following vacant positions
 - 2 PSAP Supervisor I
 - 1 Technical Support Specialist II
 - 1 Project Manager for VOIP
 - 1 Police Communication Specialist II
 - 1 Statewide Interoperability Communications Coordinator
- ❖ Since 2010 we have had 112 personal changes which include resignations, promotions, elimination of positions and additional positions within our Bureau.
- ❖ The Division now has three Bureaus and we have a total of 162 employees but we are in the process of working on the elimination of more positions.
- ❖ Ms. Magoon will be tracking 61 plus contracts and renewals for FY12.

2.N. Continuing Education and other Programs (Acting Administration Manager and Human Resources Representative, Patricia Magoon)

1. Update on Department of Safety “Frontline Supervisor Training”

- ❖ The Frontline Supervisor Training is on-going and we have had 200 supervisors complete the training.

2.O. Status of Automated External Defibrillators (Commissioner William Wood)

- ❖ There have been two modifications to the “AED Registry” database:
 - List AED’s as “fixed” or “portable” devices.
 - Street addresses along with the mailing address to locations.

2.P. Status on NH VIEWW (Sean Goodwin, Engineering Technician V)

Director Cheney reported this is an on-going process and should be up and running this fall.

2. Contractor's Report (Scott Wolfert, FairPoint Communications)

A. FairPoint

1. Report on Network

Scott Wolfert reported the following:

- ❖ An issue between the NH PSAPs and Gray, Maine PSAP from the last commission meeting was resolved on March 18, 2011. Once Maine changed long distance carriers the problem was resolved.
- ❖ In March, NH received three wireless calls from a wireless carrier with invalid ALI Discrepancies. This was a trunk route going into Massachusetts. Their carrier has since changed the trunk route to a tandem switch in Manchester NH and added tandems in Concord.
- ❖ Since June of 2007 FairPoint has not been collecting long distance call charges on the 9-1-1 outgoing calls this has been corrected.

Commissioner Bailey inquired if FairPoint was not billing for toll calls when 9-1-1 was placing them?

Mr. Wolfert advised it was discovered that there were uncollected tolls on the 9-1-1 Trunk groups.

Commissioner Bailey clarified her question when someone at the PSAPs makes a long distance out going call is FairPoint billing?

Mr. Wolfert stated that they had not but this has been fixed.

Director Cheney stated that FairPoint has issues with their billing process and they hope to resolve some of the issues soon.

- ❖ On July 27th calls that were being transferred from NH PSAPs to the Gray Maine PSAPs were ringing busy. This involved an independent phone company and once they checked their lines the issue was corrected.

3. Correspondence

4. New Business

Commissioner Bailey made a motion to have Jill Healey Wurm recognized at the next Commission 9-1-1 Meeting for her service on this Commission.

Commissioner Szoc seconded the motion. Unanimously approved.

Commissioner Scholbe stated his appointment expires in September 2011 and he will not seek re-appointment.

5. Adjournment

Chairman Aiken called for a motion to adjourn at 1:25 P.M. Commissioner Szoc motioned to adjourn the meeting and was seconded by Commissioner Bailey. Unanimously passed by those present and voting.

Next Commission meeting planned for September 2011. Date, time and location to be determined.

William Wood, Secretary
Enhanced 9-1-1 Commission